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The ERF Connection

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The ERF Connection

The Electronic Regulatory Filing Newsletter



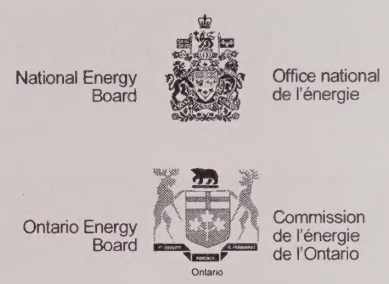
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As the Ontario Energy Board (OEB), NEB and industry participants finish building the technical components of ERF, organizations need to prepare for change. Several activities are currently underway to address this need. For example, the NEB in association with the Canadian Association of Petroleum Producers (CAPP) has organized two Townhall Meetings in March.

We are eager to provide you with additional details on how to use ERF and key ERF activities in the next *Connection*. But, most of all, we look forward to opening the doors to ERF in April.

Gaétan Caron
Chief Operating Officer, National Energy Board



Message from the NEB Project Manger

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- Developing on-line forms for Letters of Comment/Concern and Written Intervention.
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- Redesigning the NEB's Internet site to accommodate ERF and key documentation. We are also working on an R&D Net for ERF. It will be an area for "ERFlings" (see page 4 for definition) to share information and discuss industry implementation strategies.

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ERF Connection

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2. The public and industry will be able to access and search key regulatory documents online.
Note: the Board will create PDF and HTML file formats from SGML.
3. The use of **ERF will not be mandatory** for any section of our regulated industries.
 - Applicants interested in using ERF will agree with the NEB on what they will be ready to file electronically from April 1st onwards.
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 - Will only have to file one (1) paper copy with the Board as the legal record.
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The Need for e-security

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ERF is responding to these concerns by implementing a globally recognized combination of technologies, processes and policies known as a Public Key Infrastructure (PKI) to provide the necessary confidence in the security, privacy and trustworthiness of electronic transactions.

While PKI is a key priority for the NEB and the federal government, it will not be implemented on April 1, 2001.

PKI is a relatively new innovation that only cryptographers have appreciated until now. PKI is a combination of software, encryption technologies, and services that enable enterprises to protect the security of their communications and business transactions. Although technology is an important part of PKI, a successful PKI implementation depends more on appropriate PKI policies and procedures, an understanding of business processes and relationships, prevailing management practices and the overall security context.

A PKI provides the four principal security functions required for electronic transactions:

1. **Data Confidentiality** — to keep information private;
2. **Data Integrity** — to prove that the information has not been manipulated;
3. **Authentication** — to prove the identity of an individual or application; and
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What is Public Key Infrastructure?

A typical PKI integrates digital certificates, public-key cryptography and certificate authorities into a total Public Key Infrastructure architecture.

1. Digital Certificates

Digital certificates are electronic files that act like a kind of on-line passport. They are issued by a trusted third party, known as a certificate authority, which verifies the identity of the certificate's owner. They are tamper-proof and cannot be forged. Digital certificates do two things 1) they authenticate that their holders (e.g. people, web sites) are truly who or what they claim to be, and 2) they protect data exchanged online from theft or tampering i.e. similar to your bank card which ensures secure financial transactions.

2. Public Key Cryptography

Public key cryptography is a system that uses a matching pair of encryption and decryption keys, each of which performs a one-way transformation of data that can only be reversed by its matching key. The public key is made available to everybody, while the private key is kept secret and is accessible only by the user.

3. Certificate Authorities

Certificate authorities are the digital world's equivalent of passport offices. They issue digital certificates and validate the holder's identity and authority. Certificate authorities embed an individual's or an organization's public key along with other identifying information into each digital certificate and then cryptographically sign it as a tamper-proof seal, verifying the integrity of the data within it and validating its use.



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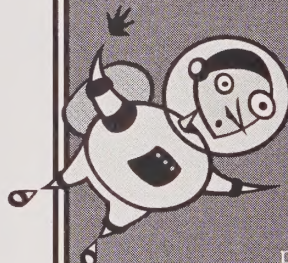
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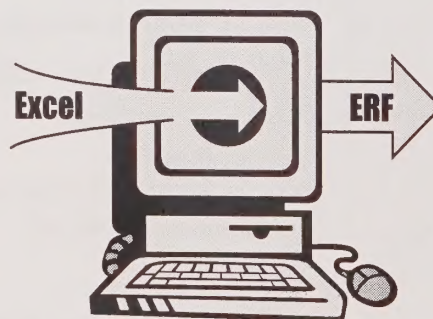
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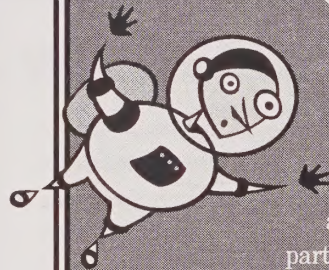
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I am pleased to present our new quarterly newsletter format - *The ERF Connection*. We will strive to keep you abreast of the many exciting milestones that will be reached in the 2000-2001 fiscal year, including the one we have all been waiting for... the launch of ERF!

The ERF Connection is a reflection of our continued commitment to the Electronic Regulatory Filing (ERF) project and the National Energy Board's (NEB) partnership with the Ontario Energy Board (OEB). We appreciate the ongoing support and contributions of our industry partners.

Should you have any questions or suggestions for the next newsletter, feel free to contact the ERF team at erf@neb.gc.ca.

Gaétan Caron

Chief Operating Officer, National Energy Board

Message from the Project Managers

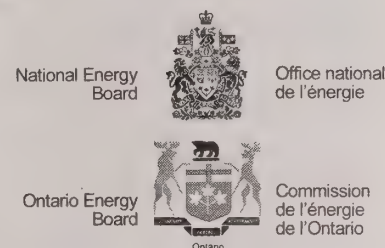
It has been a while since we issued an ERF newsletter and a lot has happened since the last edition of *The Standard*. Both the OEB and NEB teams have been working hard and ERF is close to becoming a reality. Let's summarize some of the achievements since we last communicated with you formally:

- The OEB/NEB agreement has been renewed for another year, and the NEB has committed to 'adopting and adapting' the initial OEB solution. This guarantees that our joint user community and the Canadian public in general will see a common "look and feel" for both systems. The commitment to cooperation extends to further releases of the DTD, enhancements to the core system and possible expansion to other jurisdictions in future.
- OEB core system development is almost complete with full system testing scheduled for mid-August in Toronto. This means that the OEB is on target for launching the system in late 2000. The NEB is working on their overall schedule for rollout to industry. The NEB version of ERF is expected to be "open for business" three to four months after the OEB's ERF release.
- Authoring tools are now real! We have a fully operational authoring environment for Word Perfect, with XMetaL not far behind. Author Assist is also fully tested and ready to go.
- Development of training materials is well under way and will be available to industry in the fall.
- We have had many staff changes on both project teams and our Joint External Advisory Committee - we will update you on current contact names and roles in the next newsletter.

We have many more small successes to celebrate. Generally, our message is - the ERF train is rolling. We hope to see you all on board with your bags packed and your tickets ready!

Margaret Harper
National Energy Board

Charles Mathis
Ontario Energy Board



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E-Government: Mission Interactive

In February, the Treasury Board of Canada Secretariat issued the *Framework for Government On-Line (GOL)*.

GOL is about positioning government for the 21st century. With the Internet attaining critical mass, government has the opportunity to reach more Canadians than ever before and provide convenient access to information and services. The GOL framework outlines three targets for government departments to evolve from simply supplying electronic information to supporting on-line interaction and finally integrating "e-government" to maximize synergies.



Channel Refinement

By December 31, 2000 a federal on-line presence will be estab-

lished. Citizens can expect to have access to current and reliable information on government programs, basic search tools, as well as the ability to provide feedback. Common "look and feel" standards will be implemented for all federal web sites to develop federal brand recognition.

Service Transformation

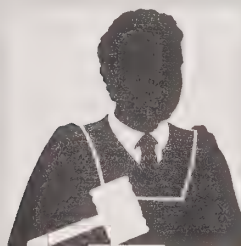
By December 31, 2004 federal services will be delivered electronically. Citizens can expect to access key government services securely on-line with the ability to apply, file, inquire, and perform advanced searches.

Convergence

The third step will build on service transformation objectives in order to promote inter-jurisdictional electronic service delivery. This will extend initiatives to various levels of government, industry, organizations and international partners.

On the cutting edge, ERF is validating concepts and technology while promoting innovation and learning. The NEB is keeping a close eye on GOL guidelines while other government departments look to ERF for guidance. For example, the Federal Court of Canada is currently interested in implementing electronic filing. The Registry of the Federal Court is reviewing ERF and its associated authoring tools and DTDs to determine their potential use in this electronic filing initiative. This would be an additional step towards inter-jurisdictional regulation, building on the OEB-NEB alliance. The success of ERF will most likely become an important model for other GOL initiatives.

For more information on GOL:
http://www.cio-dpi.gc.ca/cio/speeches/cips/llm_e/sld001.html



Legal Corner Amending the National Energy Board Rules – Making ERF Legal

The Board of the NEB approved draft changes to the NEB Rules of Practice and Procedure, 1995 (the Rules) on June 15, 2000. This is a key milestone for the ERF project because these minor amendments to the Rules will allow for official electronic documents while accounting for ERF technology and procedural changes. Guidance Notes to the Rules (GNRs) will accompany the new amendments to assist legal and industry parties with the interpretation and implementation of the Rules.

The draft was a result of consultations that took place in November 1999 and April 2000 with the ERF Regulatory Advisory Team and ERF Lawyer Group. Next steps include a second round of consultations with the same groups. The feedback will be incorporated and a final draft presented to the Board for approval. The Rules will then be sent to the Department of Justice who will make the necessary updates to the law.

For more info or feedback, please contact Margery Fowke by email at mfowke@neb.gc.ca.

Note: For information regarding other government regulations on e-commerce visit the Department of Justice
<http://canada.justice.gc.ca/en/ps/ec> for updates on the Personal Information Protection and Electronic Documents Act (Bill C-6) and the Uniform Electric Commerce Act (UECA).

SGML and XML – What's the Difference?

Most people have heard of HTML, the language behind the World Wide Web as well as XML, the newest language and buzzword to hit the Internet. However, few seem to know what SGML is or why someone would use it.

SGML, or Standard Generalized Markup Language, is the mother of HTML and XML. Defined by the ISO 8879 standard since 1986, SGML is a set of rules and structures

used to define information content, create documents, and store information. The primary advantage of SGML, in a regulatory context, is that it is a universal, vendor-independent standard. This ensures longevity, accessibility, and reliability of documents and archives.

SGML also facilitates management and manipulation of information, enables powerful searching, and allows large information repositories to be broken down and rearranged intelligently into individual documents. Other advantages of SGML include publishing documents in different media formats (e.g. print, CD-ROM, the Web).

XML, or Extensible Markup Language, was championed by the World Wide Web Consortium (W3C <http://www.w3.org>) in 1998. XML is a subset or "restricted form" of SGML intended for use on the World Wide Web, whereas HTML is an application of a limited set of SGML tags. The key difference between XML and SGML is that XML rules allow the document to be read without a predefined structure and requires only one pass to understand the tags and context. Companies such as IBM, Netscape, Oracle and Microsoft are hopping onto the XML bandwagon, developing tools and applications. However, XML is still evolving and ways of presenting data are inconsistently implemented by browsers so it is difficult to know what standard to follow.

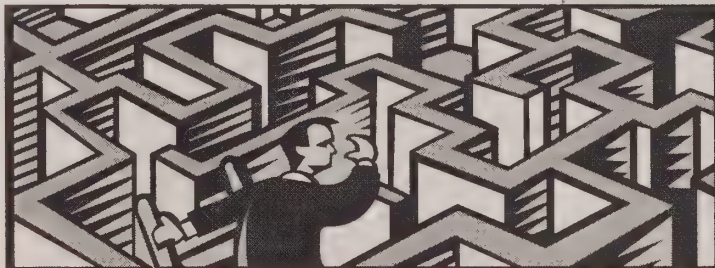
What does all this mean to ERF?

ERF selected SGML because it has been in use longer and provides additional data management capability. In the context of ERF, the SGML document structure is XML compatible and ERF documents are easily converted to XML. Therefore, ERF will be able to take advantage of emerging XML technology. In the meantime, tools have been developed by ERF to automatically convert SGML files to HTML and PDF to provide convenient formats to the public.

Still confused?

Visit the following web sites for more information:

<http://www.oasis-open.org/cover>
<http://www.uic.edu/orgs/tei/sgml/>
<http://www.sgml.u-net.com>
<http://www.jorvic.demon.co.uk/>
http://www.gca.org/whats_sgml



New System, New Place

Improvements to OEB Public Areas on the Way

The OEB is presently redeveloping its major public areas such as the Hearing Rooms, Information Resource Centre (IRC), and File Room. Plans include relocating the current IRC to the SW corner to combine it with the Board Public File Room and the construction of two new rooms - a large Hearing Room on the North wall and a smaller multi-purpose room on the West wall.

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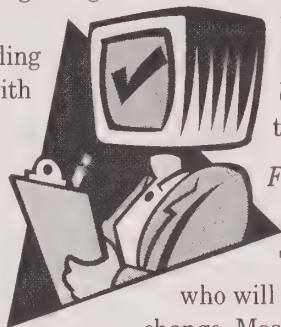
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Planning is essential to facilitate change and to ensure a smooth transition for staff with limited disruptions. Project managers know that even a small change can transform into cataclysmic upheavals over time if ignored or improperly managed. The following are a few suggested steps to help your organization adopt ERF.

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E-mail this individual's contact information to erf@neb.gc.ca. The coordinator should obtain senior level buy-in, manage change with all affected parties (corporate regulatory staff, lawyers, etc.), and communicate that ERF will become mandatory. Activities include coordinating implementation with IT and business, scheduling training, and communicating progress.



2. Establish an authoring strategy.

Downstream approach - a set number of staff convert final documents to SGML.

Upstream approach - SGML documents are created at the source of the information.

Funnel approach - a progressive adoption starting downstream and gradually moving up.

The selected approach will determine how many and who will be trained as well as to what degree processes will change. Most companies are opting for a funnel approach, starting in the regulatory department and slowly reaching information providers as document templates and skills develop.

3. Select an SGML authoring tool.

The adjacent table outlines the key characteristics of each tool currently supporting the ERF DTD.

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Analyse how your business processes will change and how templates should be customized to your organization. Start scheduling pre-requisite training for authors as required, for example, existing vendor WordPerfect or XMetaL and SGML training. ERF related training materials will be available on-line in the fall.

Essentially the key message is that organizations should START NOW to provide as much time as possible for staff to become proficient in authoring SGML documents before ERF is mandatory. Here is the current status of a few companies in the process of adopting ERF:

Organization	Tool	Authoring Approach	Comments
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Current ERF Development Status	Ready for Distribution	Summer 2000
Initial Purchase Cost	Low - \$187 CND	Medium - \$495 US
Licence Maintenance Cost	Low - \$154	Low - \$125
Long-term Vendor Support	Good	Very Good
Microsoft Friendly	Fair-Good	Very Good IE5 required
Application Stability	Fair - Good	Good - Very Good
Imbed Applications	Medium	High
Learning Curve/Training Costs	Low	Medium
WYSIWYG	Yes	No
User Interface	Very Good	Very Good
Rendition Quality	Medium	Low
Import/Export of SGML Documents	Very Good	Good
Table Import (Excel)	Good	In progress - Sept 2000
Automatic Table Markup	Yes	Yes
Graphics Handling	Poor-Fair	Good
Column & Page Break control	Yes	No
Tools to Assist in Adding Markup	Very Good	Good
Customizable (macros, templates...)	Medium	High
Interchange of Layouts	Very Good	Fair - Good
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For questions regarding ERF change management and training contact Elke Meyer at emeyer@neb.gc.ca.



SGML Authoring Update

DTD Summit

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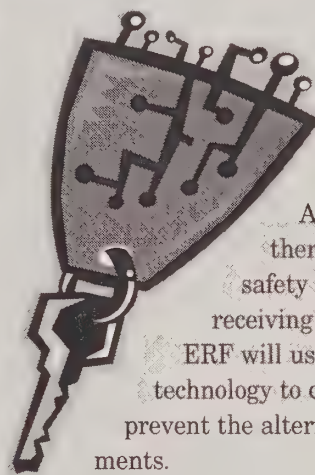
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PKI uses a combination of encryption (codes used to scramble messages), digital certificates (also known as digital signatures), and business processes to ensure business transactions remain secure. When data is sent, the sender is guaranteed that only the named recipient can read it, the recipient is guaranteed that no one but the named sender could have sent it, and everyone is guaranteed that the document hasn't been "hacked".

Although this technology has existed for well over a decade, current products are making this solution viable for business for the first time. PKI software is now as easy to use as saving a document to file and is relatively transparent. The National Energy Board is part of the Government of Canada Public Key Infrastructure (GoC PKI) program.

Any questions?

More info can be obtained from the GoC PKI web site http://www.cio-dpi.gc.ca/pki/home_e.html or by contacting ERF's security specialist, Kevin Campbell, at kcampbell@neb.gc.ca

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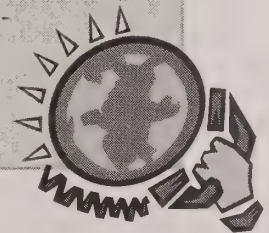
NEB ERF Prototype on Web

The NEB's ERF Prototype Repository is now on the Web at <http://www.neb.gc.ca/erf/prottype>. It is fully populated with NEB Reasons for Decision (from 1985) and Hearing Transcripts (from 1991). This initiative facilitates the transition from the now retired NEB Board Document System (BDS) to the final ERF Repository. For more information contact James Obridge at jobridge@neb.gc.ca.

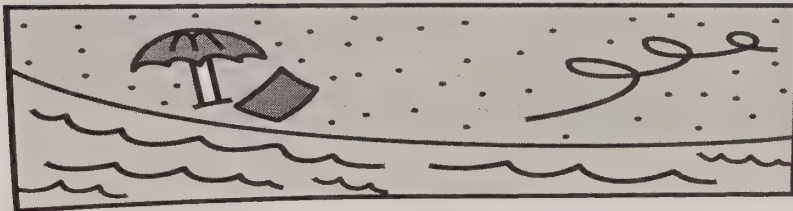


OEB Web Site Upgrade

As a result of hectic summer vacation schedules and French translation timing, the unveiling of the new OEB web site (<http://www.oeb.gov.on.ca>), including RealAudio, is now targeted for August 1. If you would like to arrange for a special preview of the new site to test the RealAudio functionality, please contact Charles Mathis at mathisch@oeb.gov.on.ca.



Need a Vacation?



XML Summer School in Oxford, England

July 14-19, 2000

"Sample life at the University of Oxford, whilst keeping up-to-date with XML from some of the world's leading experts in this field." <http://www.csw.co.uk/html/summer-school.htm>



XML Excursion 2001 sailing the Caribbean

January 26-February 5, 2001

"a unique conference ... aboard Holland America's luxurious Volendam sailing the Southern Caribbean. The 10-day conference combines a cruise vacation with 24.5 hours of intensive XML and XML-related seminars presented by leaders in the field." <http://www.GeekCruises.com>

Calendar of events

July

Events

- Western XMetaL Demo Workshop – Calgary, July 17th
- Comments on NEB Rules of Practice and Procedure due July 10th

Milestones

- Real Audio Hearing Room Ready

August

Events

- "ERF for Smarties" Brown Bag Lunch – Calgary, Wed Aug 16th, 12-1pm, in the NEB Hearing Room
- ERF "SGML for Smarties" Brown Bag Lunch – Calgary, Wed Aug 23rd, 12-1pm, in the NEB Hearing Room
- Extreme Markup Languages 2000 – Montreal, Aug 13-18 (http://www.gca.org/attend/2000_conferences/Extreme_2000/default.htm)

Milestones

- Acceptance testing of ERF Core Document Repository (CDR)
- OEB web site upgrade
- Training Survey

September

Events

- ERF Joint Advisory Committee Meeting – Toronto, Sept 21-22 hosted by Hydro One
- ERF Technical Q&A Session – TBA
- ERF DTD Committee Meeting – TBA
- XML World – Boston, Sept 5-8 (<http://www.xmlworld.org/>)

Milestones

- NEB web site upgrade
- Documents available at www.erf.ca
- Training schedule and materials
- Next issue of The ERF Connection

Canada

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Thank You!!

A big thanks to the individuals who took the time to contribute to this edition of The ERF Connection:

- Charles Mathis and Batul Rahimtoola, Ontario Energy Board
- Lisa Thalassinou, Enbridge Consumers Gas
- Gary Pinder, The Registry of the Federal Court of Canada
- Keith Bryan, Independent Electricity Market Operator
- Gaétan Caron, Kevin Campbell, Adam Chiasson, Donna Dunn, Ingrid Ektvedt, Margery Fowke, Margaret Harper, Elke Meyer, James Obrigewitch and Cheryl Van Bastelaar, National Energy Board
- Linda Angus, TransCanada
- Alan Haskey, WestCoast Energy

The ERF Connection

The Electronic Regulatory Filing Newsletter

I am pleased to present our new quarterly newsletter format - *The ERF Connection*. We will strive to keep you abreast of the many exciting milestones that will be reached in the 2000-2001 fiscal year, including the one we have all been waiting for... the launch of ERF!

The ERF Connection is a reflection of our continued commitment to the Electronic Regulatory Filing (ERF) project and the National Energy Board's (NEB) partnership with the Ontario Energy Board (OEB). We appreciate the ongoing support and contributions of our industry partners.

Should you have any questions or suggestions for the next newsletter, feel free to contact the ERF team at erf@neb.gc.ca.

Gaétan Caron

Chief Operating Officer, National Energy Board

Message from the Project Managers

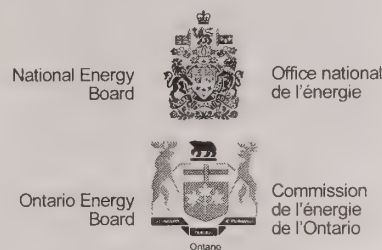
It has been a while since we issued an ERF newsletter and a lot has happened since the last edition of *The Standard*. Both the OEB and NEB teams have been working hard and ERF is close to becoming a reality. Let's summarize some of the achievements since we last communicated with you formally:

- The OEB/NEB agreement has been renewed for another year, and the NEB has committed to 'adopting and adapting' the initial OEB solution. This guarantees that our joint user community and the Canadian public in general will see a common "look and feel" for both systems. The commitment to cooperation extends to further releases of the DTD, enhancements to the core system and possible expansion to other jurisdictions in future.
- OEB core system development is almost complete with full system testing scheduled for mid-August in Toronto. This means that the OEB is on target for launching the system in late 2000. The NEB is working on their overall schedule for rollout to industry. The NEB version of ERF is expected to be "open for business" three to four months after the OEB's ERF release.
- Authoring tools are now real! We have a fully operational authoring environment for Word Perfect, with XMetaL not far behind. Author Assist is also fully tested and ready to go.
- Development of training materials is well under way and will be available to industry in the fall.
- We have had many staff changes on both project teams and our Joint External Advisory Committee - we will update you on current contact names and roles in the next newsletter.

We have many more small successes to celebrate. Generally, our message is - the ERF train is rolling. We hope to see you all on board with your bags packed and your tickets ready!

Margaret Harper
National Energy Board

Charles Mathis
Ontario Energy Board



No. 1 Summer 2000

2	E-Gov: Mission Interactive
2	Legal Corner
3	Difference Between SGML & XML
3	OEB Public Area Improvements
4	Preparing for ERF Part 1
6	SGML Authoring Update
6	Public Key Infrastructure to the Rescue
7	What's Up?
8	Calendar of Events
If you would like to be put on our distribution list, please e-mail erf@neb.gc.ca	

E-Government: Mission Interactive

In February, the Treasury Board of Canada Secretariat issued the *Framework for Government On-Line (GOL)*.

GOL is about positioning government for the 21st century. With the Internet attaining critical mass, government has the opportunity to reach more Canadians than ever before and provide convenient access to information and services. The GOL framework outlines three targets for government departments to evolve from simply supplying electronic information to supporting on-line interaction and finally integrating "e-government" to maximize synergies.



Channel Refinement

By December 31, 2000 a federal on-line presence will be estab-

lished. Citizens can expect to have access to current and reliable information on government programs, basic search tools, as well as the ability to provide feedback. Common "look and feel" standards will be implemented for all federal web sites to develop federal brand recognition.

Service Transformation

By December 31, 2004 federal services will be delivered electronically. Citizens can expect to access key government services securely on-line with the ability to apply, file, inquire, and perform advanced searches.

Convergence

The third step will build on service transformation objectives in order to promote inter-jurisdictional electronic service delivery. This will extend initiatives to various levels of government, industry, organizations and international partners.

On the cutting edge, ERF is validating concepts and technology while promoting innovation and learning. The NEB is keeping a close eye on GOL guidelines while other government departments look to ERF for guidance. For example, the Federal Court of Canada is currently interested in implementing electronic filing. The Registry of the Federal Court is reviewing ERF and its associated authoring tools and DTDs to determine their potential use in this electronic filing initiative. This would be an additional step towards inter-jurisdictional regulation, building on the OEB-NEB alliance. The success of ERF will most likely become an important model for other GOL initiatives.

For more information on GOL:
http://www.cio-dpi.gc.ca/cio/speeches/cips/llm_e/sld001.html



Legal Corner Amending the National Energy Board Rules – Making ERF Legal

The Board of the NEB approved draft changes to the NEB Rules of Practice and Procedure, 1995 (the Rules) on June 15, 2000. This is a key milestone for the ERF project because these minor amendments to the Rules will allow for official electronic documents while accounting for ERF technology and procedural changes. Guidance Notes to the Rules (GNRs) will accompany the new amendments to assist legal and industry parties with the interpretation and implementation of the Rules.

The draft was a result of consultations that took place in November 1999 and April 2000 with the ERF Regulatory Advisory Team and ERF Lawyer Group. Next steps include a second round of consultations with the same groups. The feedback will be incorporated and a final draft presented to the Board for approval. The Rules will then be sent to the Department of Justice who will make the necessary updates to the law.

For more info or feedback, please contact Margery Fowke by email at mfowke@neb.gc.ca.

Note: For information regarding other government regulations on e-commerce visit the Department of Justice
<http://canada.justice.gc.ca/en/ps/ec> for updates on the Personal Information Protection and Electronic Documents Act (Bill C-6) and the Uniform Electric Commerce Act (UECA).

SGML and XML - What's the Difference?

Most people have heard of HTML, the language behind the World Wide Web as well as XML, the newest language and buzzword to hit the Internet. However, few seem to know what SGML is or why someone would use it.

SGML, or Standard Generalized Markup Language, is the mother of HTML and XML. Defined by the ISO 8879 standard since 1986, SGML is a set of rules and structures

used to define information content, create documents, and store information. The primary advantage of SGML, in a regulatory context, is that it is a universal, vendor-independent standard. This ensures longevity, accessibility, and reliability of documents and archives.

SGML also facilitates management and manipulation of information, enables powerful searching, and allows large information repositories to be broken down and rearranged intelligently into individual documents.

Other advantages of SGML include publishing documents in different media formats (e.g. print, CD-ROM, the Web).

XML, or Extensible Markup Language, was championed by the World Wide Web Consortium (W3C <http://www.w3.org>) in 1998. XML is a subset or "restricted form" of SGML intended for use on the World Wide Web, whereas HTML is an application of a limited set of SGML tags. The key difference between XML and SGML is that XML rules allow the document to be read without a predefined structure and requires only one pass to understand the tags and context. Companies such as IBM, Netscape, Oracle and Microsoft are hopping onto the XML bandwagon, developing tools and applications. However, XML is still evolving and ways of presenting data are inconsistently implemented by browsers so it is difficult to know what standard to follow.

What does all this mean to ERF?

ERF selected SGML because it has been in use longer and provides additional data management capability. In the context of ERF, the SGML document structure is XML compatible and ERF documents are easily converted to XML. Therefore, ERF will be able to take advantage of emerging XML technology. In the meantime, tools have been developed by ERF to automatically convert SGML files to HTML and PDF to provide convenient formats to the public.

Still confused?

Visit the following web sites for more information:

<http://www.oasis-open.org/cover>
<http://www.uic.edu/orgs/tei/sgml/>
<http://www.sgml.u-net.com>
<http://www.jorvic.demon.co.uk/>
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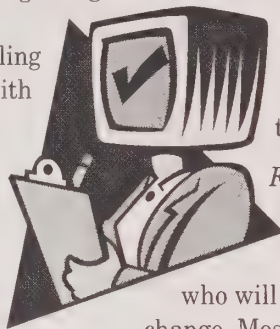
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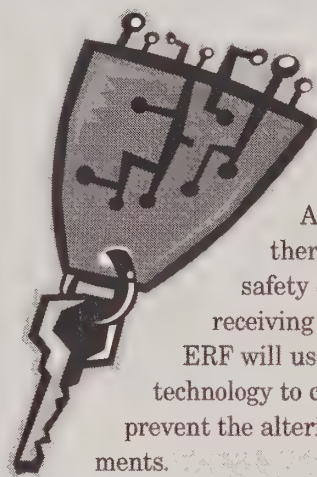
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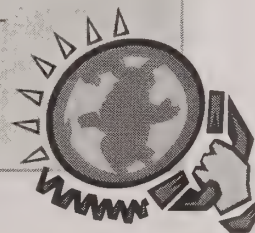
NEB ERF Prototype on Web

The NEB's ERF Prototype Repository is now on the Web at <http://www.neb.gc.ca/erf/prototype>. It is fully populated with NEB Reasons for Decision (from 1985) and Hearing Transcripts (from 1991). This initiative facilitates the transition from the now retired NEB Board Document System (BDS) to the final ERF Repository. For more information contact James Obrigewitch at jobrigewitch@neb.gc.ca.

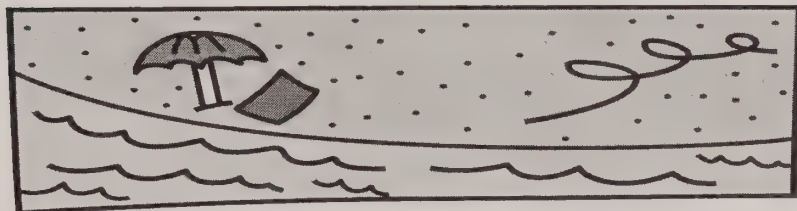


OEB Web Site Upgrade

As a result of hectic summer vacation schedules and French translation timing, the unveiling of the new OEB web site (<http://www.oeb.gov.on.ca>), including RealAudio, is now targeted for August 1. If you would like to arrange for a special preview of the new site to test the RealAudio functionality, please contact Charles Mathis at mathisch@oeb.gov.on.ca.



Need a Vacation?



XML Summer School in Oxford, England

July 14-19, 2000

"Sample life at the University of Oxford, whilst keeping up-to-date with XML from some of the world's leading experts in this field." <http://www.csw.co.uk/html/summer-school.htm>

XML Excursion 2001 sailing the Caribbean

January 26-February 5, 2001

"a unique conference ... aboard Holland America's luxurious Volendam sailing the Southern Caribbean. The 10-day conference combines a cruise vacation with 24.5 hours of intensive XML and XML-related seminars presented by leaders in the field." <http://www.GeekCruises.com>



Calendar of events

July

Events

- Western XMetaL Demo Workshop – Calgary, July 17th
- Comments on NEB Rules of Practice and Procedure due July 10th

Milestones

- Real Audio Hearing Room Ready

August

Events

- "ERF for Smarties" Brown Bag Lunch – Calgary, Wed Aug 16th, 12-1pm, in the NEB Hearing Room
- ERF "SGML for Smarties" Brown Bag Lunch – Calgary, Wed Aug 23rd, 12-1pm, in the NEB Hearing Room
- Extreme Markup Languages 2000 – Montreal, Aug 13-18 (http://www.gca.org/attend/2000_conferences/Extreme_2000/default.htm)

Milestones

- Acceptance testing of ERF Core Document Repository (CDR)
- OEB web site upgrade
- Training Survey

September

Events

- ERF Joint Advisory Committee Meeting – Toronto, Sept 21-22 hosted by Hydro One
- ERF Technical Q&A Session – TBA
- ERF DTD Committee Meeting – TBA
- XML World – Boston, Sept 5-8 (<http://www.xmlworld.org/>)

Milestones

- NEB web site upgrade
- Documents available at www.erf.ca
- Training schedule and materials
- Next issue of The ERF Connection

Canada

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For further information, please contact:

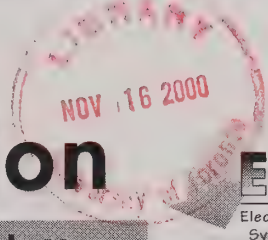
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Thank You!!

A big thanks to the individuals who took the time to contribute to this edition of The ERF Connection:

- Charles Mathis and Batul Rahimtoola, Ontario Energy Board
- Lisa Thalassinios, Enbridge Consumers Gas
- Gary Pinder, The Registry of the Federal Court of Canada
- Keith Bryan, Independent Electricity Market Operator
- Gaétan Caron, Kevin Campbell, Adam Chiasson, Donna Dunn, Ingrid Ektvedt, Margery Fowke, Margaret Harper, Elke Meyer, James Obrigewitch and Cheryl Van Bastelaar, National Energy Board
- Linda Angus, TransCanada
- Alan Haskey, WestCoast Energy

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Government
Publications

The ERF Connection

ERF/SDÉ

Electronic Regulatory Filing
Système de dépôt électronique

The Electronic Regulatory Filing Newsletter

I'd like to welcome you to the second issue of *ERF Connection* and share with you some thoughts from two ERF-related sessions I recently attended.

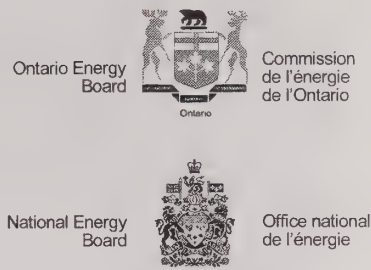
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The importance of ERF became even more apparent one week later when I attended an internal workshop on Electronic Service Delivery (ESD) attended by managers from several Ontario regulatory agencies. The Ontario Government, like many other jurisdictions (e.g. the federal Government Online (GOL) initiative), has committed to improving its service quality by implementing client-focussed cost-effective ESD. The government's target is: "By 2003, to increase Ontarians' satisfaction with government services - by becoming a world leader in delivering services on-line". I was struck by how much ERF has provided the NEB and OEB with a headstart towards meeting our GOL and ESD service targets. While many other agencies are only now beginning to examine their business requirements in this area, we are now approaching the end of the technological challenges and beginning the work of implementing ERF in our agencies.

Of course there is still much to be done. I am particularly aware of the need for training, support and other change management initiatives. Based upon what I saw at the JEAC session, I am confident that we can work through these issues successfully and I expect we will see a dramatically different regulatory filing environment beginning April 2001. By that time, both Boards intend to have basic ERF repository and submission services available. As well, both Boards are planning to produce many ERF documents, both new and historical. I hope to see ERF documents coming in from your organizations as well so that we can all begin to reap the benefits of ERF.

Jay Young

OEB General Manager



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2	Dear President Letter
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4	Preparing for ERF Part 2
6	What's up in ERF?
7	What's up around the World?
8	Calendar of Events
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Continued from Cover

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Two highlights were: initiating newcomers with the *Introduction to ERF/SGML* presentations and providing industry representatives with a "Dear President" letter proposed by Gaétan Caron (COO for the NEB).

- Training services and delivery of training materials are being tendered out. In the next issue of *The Connection*, we will update you on the training.
- The OEB core repository is currently being moved from the vendor's computers to the OEB network in preparation for system acceptance testing.
- The NEB has awarded a contract for evaluating the technological differences between the OEB and the NEB in preparation for *adopting and adapting* the OEB repository.
- We now have a diagram (see page 5) showing details of the personal computer configuration recommended for accessing the various features of the ERF system.



- JEAC has approved the Boards' plans for a phased roll-out of the ERF technology and agreed that the functionality planned for Phase 1 is acceptable.

For more information about these and other developments, read on, enjoy...

Dear President,

Our regulators will be ready on April 1, 2001 to begin e-regulation.

This will mean that we will have electronic access to past regulatory documents and the ability to begin interacting with the NEB and/or OEB electronically, for some submissions.

This ability will reduce costs and improve the efficiency of regulatory proceedings. As an organization, we have invested a lot during the last several years. The time has come to start to reap the benefits of our investment.

Electronic Regulatory Filing (ERF) is not a technology issue. It is a business issue and a business opportunity. I believe that this is a question that will greatly interest you, our executive team and our entire regulatory group.

Our organization must develop a clear internal vision and plan as to how we will proceed in an electronic environment with our regulators. Clearly, not everything will be filed electronically at the start. This process has yet to be defined. Full electronic processing will increase over time. Once we have a clear strategy, we must let our regulators know.

The changes about to begin are important. They will require careful change management, including training and management of cultural changes. To prepare for the beginning of e-regulation, we will need to gather a cross-section of key people from legal services, regulatory experts and witnesses, document production (e.g., graphics, printing, etc.), Human Resources, etc.

The people in our organization accountable for regulatory affairs will play a key role in ensuring an effective implementation of Electronic Regulatory Filing (ERF) and communicating with our regulators.

If you agree with my recommendation, I am prepared to facilitate our implementation of Electronic Regulatory Filing (ERF).

Yours sincerely,

ERF Co-ordinator
XYZ Organization

Hearing Room @ OEB

Electronic Regulatory Filing is coming.....and soon! To fully reap the benefits of ERF, significant changes for both stakeholders and their respective regulators will be necessary. In order to facilitate the use of ERF, the Ontario Energy Board (OEB) is remodeling and moving its hearing rooms.

In designing their two new hearing rooms, the OEB had two objectives:

1. to design the rooms to maximize their use; and
2. to leverage the technological changes required for ERF.

In both instances, care had to be taken to ensure that the new hearing rooms did not impede the hearing process. Natural justice cannot be compromised by ERF. The Board then had to ensure that the needs of all participants were met, from Board members, staff, applicants, intervenors to the general public.

Hearing Room Features

The hearing rooms are designed to be:

Accessible

To allow simultaneous French translation and full wheelchair accessibility.

Flexible

To maximize their use, the hearing rooms were designed to be set up to meet various needs: from the formal hearing layout, to a meeting room layout for work sessions and Alternative Dispute Resolution,

to a theatre layout for presentations or quarterly general office meetings.

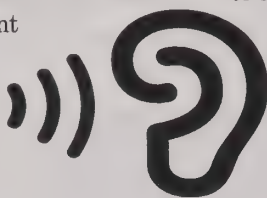
The flexible layout is made possible with new custom-designed collapsible folding tables. The tables fold up and can be moved or stored as needed, and will allow the Board to maximize the use of the rooms. New stacking chairs, some with either left or right tablets, will also be used.

Technological

To facilitate the use of ERF, significant technological changes are required.

The hearing room tables are now designed for laptops and will contain all the electrical and computer connections required for their use, including modem connections. All participants (Board members, staff, applicants, intervenors) will be expected to use their own laptop computers to access the ERF repository and search documents or to check their e-mail.

For the general public who do not have laptops and wish to follow the proceedings of the public hearing, two walk-up computer stations are available in each hearing room and projection screens will be positioned throughout the room to view materials as they are displayed on the flat screen monitors. Any referenced material will be automatically displayed on all the monitors, including recessed flat screen monitors on each table.



NEB Repository Implementation - Step by Step

The National Energy Board has begun its five-step approach to implement the OEB's Core Document Repository (CDR). **Step One**, the Gap Analysis, began in October and will determine the technical architecture and the changes required to meet NEB requirements. **Step Two**, Site Preparation, begins in November and involves setting up the technical architecture to support the CDR.

When the OEB finalizes its CDR development in Toronto, **Step Three**, Customization, will begin in Calgary. During this step, the CDR will be installed

and modified to meet NEB requirements. Prior to its release, the CDR will be tested by NEB staff and selected clients from the user community. This activity is the focus of **Step Four**, Acceptance Testing. It is anticipated that acceptance testing will wrap up in February leaving enough time for revisions and **Step Five**, Rollout, in April.

For more information on the NEB implementation strategy contact James Obrigewitch (jobrigewitch@neb.gc.ca)

Preparing for ERF - Part 2 Implementation

In Part 1 of *Preparing for ERF* (see the Summer 2000 issue) four steps were identified to assist organisations in adopting ERF.

1. Appoint an ERF co-ordinator (e-mail information to erf@neb.gc.ca);
2. Establish an authoring strategy (Downstream, Upstream, or Funnel);
3. Select an SGML authoring tool (Corel WordPerfect +SGML or SoftQuad XmetaL); and
4. Prepare for implementation.

This article expands on this last point with a focus on general change management initiatives such as identifying stakeholders, changing processes, as well as preparing for the technology.

What does ERF mean to me?

The answer is ... it depends. ERF will have a major impact on the way that your company interacts with regulatory Boards. Although a date for mandatory filing has not been set, organisations will be able to start filing electronically April 1, 2001 and possibly sooner for the OEB. People will need to adapt to the use of electronic copies and reduce or eliminate their reliance on paper copies to access, distribute, and submit documents.

If you wish to search and browse public documents, you will now have another point of access, a Web site. ERF is based on a pull versus push concept: instead of distributing (push) multiple paper copies, people would be advised that a document is available and they are to access it via ERF (pull). This ERF function is called **Research**.

If you wish to submit documents to the Board, you will be required at some point to provide these in SGML and submit them electronically. These Electronic Regulatory Filing (ERF) functions are called **Authoring and Submission**.

Identify All ERF Stakeholders in your Organisation

To identify people that may be impacted or concerned with the implementation of ERF think about the whole process of creating and filing. Who is involved? Consider EVERYONE who may be impacted, even if only marginally, from the start of an application to final submission e.g. Who uses regulatory documents? Who creates, validates or approves content? Who packages and distributes documents? Who is the ERF co-ordinator and are several needed for different locations?

Once you have identified your stakeholders think about:

- What is the **impact** of ERF on them: High, Med, Low? Will they need to learn new processes and skills? How do they use ERF: research, author and/or submit?
Note: Authors must understand the content of the documents to properly "tag" them in SGML.
- What is their level of **commitment** to this project: High, Med, Low? Who could make implementation easier or more difficult? Every company has natural leaders whose opinions matter.
- What will be their role or level of **involvement** in implementing ERF? Are they informed of, involved in, or responsible for ERF activities? Inform your senior management, get their support.

Discover what the stakeholders know, what they want to know, and what the change means to them. Focus your attention especially on low-commitment, high-impact groups. These are the stakeholders who are most important to success. The high-commitment, high-impact groups are your firm allies, and you should enlist their help in the change process, perhaps to help the low-commitment groups get on board. The low-commitment, low-impact groups need to be kept abreast of change, but not involved. Support from a wide group within your company is important to successful change.



Change Processes, build new habits

By talking to stakeholders about ERF you will be able to assess its impact on your organisation's processes. Once you have determined your authoring strategy (see Part 1 of *Preparing for ERF*) and the impact of ERF on your corporate landscape, get key stakeholders to work with your organisation's ERF co-ordinator on defining which processes need to be changed and how.

Think about **People** and **Workflow** e.g. Will job descriptions change? Are new positions required? Will existing processes work electronically? Have decision and approval points changed? How can new habits be adopted (e.g. go to Web site instead of the library)?

To reduce resistance to change, involve all impacted individuals and properly document and communicate the new processes.

Install and Support Technology

Work with IT and other specialist staff to make sure all software is ordered and installed in time for e-regulation. Involve your help desk staff, as your organisation is responsible for supporting the applications you purchase and install.

What is Next?

Do effective change management. Identify and involve your stakeholders. Develop and initiate process changes as required. Do not underestimate the effort this requires. The next issue of the newsletter will focus on rollout activities with a focus on testing the authoring tools and training.



Can the Boards help?

Yes, to some extent

- *What do your stakeholders need to know?* We will continue to publish the joint newsletter and update our Web sites.
- *Is there a need for ERF briefings?* We can present to groups of companies and key players or ask Board executives to talk to your senior management.
- *What do you think of the "Introduction to ERF/SGML" training presentations?* Give us your feedback so we can improve them.

ERF Workstation Configurations

Workstation	You Buy		ERF Provided
	Hardware ¹	Software	ERF Software
Research			Access to ERF web site
Authoring	Windows 9x/NT 64MB RAM+ 233MHz CPU+ 4GB HDD+ Internet connection	Local Office Suite Browser IE/Netscape v3+ Supports: frames, Java, RealAudio ²	Authoring Tools³ - Softquad Xmetal v1.2+ (requires IE5) (~ \$495) or - WordPerfect v8+ (~ \$187) Utilities • Omnimark v5.1 (free) • Java JRE v1.2 (free) • Graphics software e.g. SnagIt, PhotoShop, etc.
Submission			Authoring Environment³ -XMAE or -WPAE Author Assist
			TBD - Submission in currently under development.

¹ PC sizing specifications are approximate and may vary in local environments based upon other considerations e.g. network

² RealAudio required for Internet broadcasts from OEB Automated Hearing Room

³ To select the authoring tool and environment refer to table on page 5 of the Summer 2000 issue

What's up in ERF?

Updates to the ERF Prototype

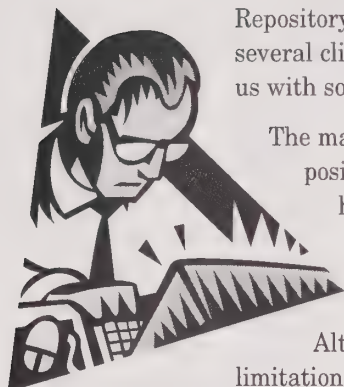
The NEB launched its prototype of the ERF Repository on May 1, 1999. Since the launch, several clients have taken the time to provide us with some valuable feedback.

The majority of the comments have been positive. Clients are pleased to see historical Reasons for Decisions and Hearing Transcripts available over the Web. The documents are available in PDF format only.

Although this format has some search limitations, it has been ideal for distributing "print ready" information.

In response to the feedback, we made a few modifications to the prototype repository in October that should make it more user friendly. Changes include: total hit count added to search results page, number of documents on search results page increased from 10 to 25, search result page no longer shows document summaries, guest login button added to login screen, and other minor interface changes.

To access the prototype repository and background information, point your browser to <http://www.neb.gc.ca/erf/prottype>.



Quick reference mouse pads

The NEB is developing flip-top mouse pads to serve as quick reference support tools for ERF trainees. The mouse pads will provide instructions, shortcuts, etc. at the user's fingertips. The special see-through plastic cover lifts up for easy changing of inserts. A variety of inserts will be developed in conjunction with the training and will be available on-line. This tool is a low cost method for distributing tailored quick reference tips and updates quickly and easily.



Rollout Communications

Rollouts go more smoothly if everyone feels involved, so spread the information net widely. Use existing vehicles (such as newsletters, e-mail, Intranet, etc.) and word of mouth (ERF stakeholders) to communicate your company's ERF plan and progress. Identify your ERF co-ordinator and key ERF stakeholders to everyone, so people know where to go to ask questions.

Refer people to the ERF Web site (<http://www.neb.gc.ca/erf>) where they can access background



information, newsletters, and other documentation. Use the "Introduction to ERF/SGML" presentations as a workshop for stakeholders or as a "lunch and learn".

Remember: stay positive, but don't oversell. For example: "Will authoring be easy?" No. Learning to author in SGML is not simple, but the customised tools and an understanding of regulatory documents will make it easier.

What's up around the World?



Voluntary Internet filing of protests and comments to FERC

The Federal Energy Regulatory Commission's *Electronic Filing Initiative* (EFI) will start accepting protests and comments via the Internet on a voluntary basis. Documents will be stored in PDF and TIFF file formats and posted on the *Records and Information Management System* (RIMS). To account for inconsistencies in formatting, parties to a proceeding must cite document page numbers found in the PDF image.

For more information:

EFI <http://www.ferc.fed.us/efi/efi.htm>

RIMS <http://rimswb1.ferc.fed.us>

Order 619 <http://cips.ferc.fed.us/Q/CIPS/RULES/RM/RM00-12.000.TXT>

Note: ERF has addressed a number of similar issues during its design. For example: ERF documents use reference points to number paragraphs not pages. This ensures, regardless of the file format, that everyone can easily find a cited reference.



E-business reporting interface between industry and government in the works

The *Volumetric and Infrastructure Petroleum Information Registry* (VIPIR) will facilitate the electronic exchange of data between upstream oil and gas industry partners and between industry and the Alberta Ministry of Resource Development and the Energy and Utilities Board (EUB).

For more information

<http://www.resdev.gov.ab.ca/vipir>

Tasmania's EnAct: Managing legislation in SGML

The Tasmanian Government initiated the *Legislation System Project* (LSP) in early 1994 to address a number of issues associated with the production and availability of Tasmanian legislation. New technology and processes were developed for the drafting and maintenance of legislation. The main component of this is the EnAct system, which was implemented in the Office of Parliamentary Counsel in December 1997. The Legislation Publication Act 1996 established the legislation in EnAct as the authorised version.

EnAct is an intelligent legislation management system and a web-based electronic repository. At the core of the EnAct system is an SGML database, which underpins every part of the EnAct system. All of the legislation stored on the Tasmanian Legislation Database is captured in SGML. The system has attracted a great deal of interest both interstate and overseas.

For more information:

<http://www.thelaw.tas.gov.au>



Tasmania

XML standards consortium established for Web-based energy trading industry

The energy trading industry's leading exchanges and technology companies have announced the formation of the *Energy Trading Standards Group* (ETSG), an open consortium that will develop open standards based upon XML technology standards to automate the sale of wholesale energy and improve information sharing between energy trading companies. Initially, the focus will be to create standards for exchanging data between online trading platforms and transaction/risk management systems used by wholesale electricity and natural gas trading companies.

The consortium, initiated by Caminus and HoustonStreet, is open to all interested industry participants. For more information about joining the ETSG consortium, contact: **David Markowitz** at Caminus Corporation at (212) 515-3600, **Rob Armstrong** at HoustonStreet Exchange at (603) 766-8613, or <http://home.houstonstreet.com/us/news/9-18-00ETSG.htm>



Calendar of events

October

ERF

- October 9-13 was ERF Week at the NEB
- ERF's Regulatory Advisory Team (RAT) met in Calgary on October 26-27 to discuss how the Boards plan to start opening up ERF to their industry partners.

Other

- XML and its Application in Government – Washington, DC – Oct 19-20 (<http://www.performanceweb.org/pdf/t102fax.pdf>)

November

ERF

- Introduction to ERF and Introduction to SGML presentations online at <http://www.neb.gc.ca/erf/>
- PDF Rendition tool finalized

Other

- XML Asia Pacific – Sydney, Australia – Oct 31 - Nov 3 (<http://www.allette.com.au/xml>)

- Documation 2000 – Toronto, ON – Nov 5-6 (<http://www.interdoc.ca/conference/documation/doc-tor2000>)

December

ERF

- ERF DTD Committee meeting in Calgary, December 7-8

Other

- XML 2000 – Washington, DC – Dec 3-8 (http://www.gca.org/attend/2000_conferences/XML_2000)

**Next issue of
The ERF Connection
in February**

Canada

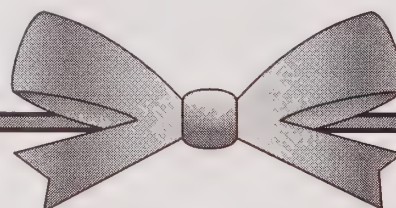
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emeyer@neb.gc.ca



Season's Greetings

On behalf of the Ontario Energy Board and the National Energy Board we wish to thank you for your effort and patience in making ERF a success.

We look forward to the Winter 2001 edition of The ERF Connection to make millennial announcements.

The ERF Connection

The Electronic Regulatory Filing Newsletter

ERF/SDÉ

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 Système de dépôt électronique

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This ability will reduce costs and improve the efficiency of regulatory proceedings. As an organization, we have invested a lot during the last several years. The time has come to start to reap the benefits of our investment.

Electronic Regulatory Filing (ERF) is not a technology issue. It is a business issue and a business opportunity. I believe that this is a question that will greatly interest you, our executive team and our entire regulatory group.

Our organization must develop a clear internal vision and plan as to how we will proceed in an electronic environment with our regulators. Clearly, not everything will be filed electronically at the start. This process has yet to be defined. Full electronic processing will increase over time. Once we have a clear strategy, we must let our regulators know.

The changes about to begin are important. They will require careful change management, including training and management of cultural changes. To prepare for the beginning of e-regulation, we will need to gather a cross-section of key people from legal services, regulatory experts and witnesses, document production (e.g., graphics, printing, etc.), Human Resources, etc.

The people in our organization accountable for regulatory affairs will play a key role in ensuring an effective implementation of Electronic Regulatory Filing (ERF) and communicating with our regulators.

If you agree with my recommendation, I am prepared to facilitate our implementation of Electronic Regulatory Filing (ERF).

Yours sincerely,

ERF Co-ordinator
XYZ Organization

Hearing Room @ OEB

Electronic Regulatory Filing is coming.....and soon!

To fully reap the benefits of ERF, significant changes for both stakeholders and their respective regulators will be necessary.

In order to facilitate the use of ERF, the Ontario Energy Board (OEB) is remodeling and moving its hearing rooms.

In designing their two new hearing rooms, the OEB had two objectives:

1. to design the rooms to maximize their use; and
2. to leverage the technological changes required for ERF.

In both instances, care had to be taken to ensure that the new hearing rooms did not impede the hearing process. Natural justice cannot be compromised by ERF. The Board then had to ensure that the needs of all participants were met, from Board members, staff, applicants, intervenors to the general public.

Hearing Room Features

The hearing rooms are designed to be:

Accessible

To allow simultaneous French translation and full wheelchair accessibility.

Flexible

To maximize their use, the hearing rooms were designed to be set up to meet various needs: from the formal hearing layout, to a meeting room layout for work sessions and Alternative Dispute Resolution,

to a theatre layout for presentations or quarterly general office meetings.

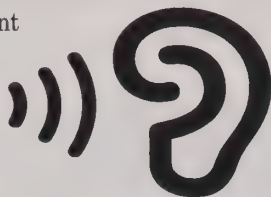
The flexible layout is made possible with new custom-designed collapsible folding tables. The tables fold up and can be moved or stored as needed, and will allow the Board to maximize the use of the rooms. New stacking chairs, some with either left or right tablets, will also be used.

Technological

To facilitate the use of ERF, significant technological changes are required.

The hearing room tables are now designed for laptops and will contain all the electrical and computer connections required for their use, including modem connections. All participants (Board members, staff, applicants, intervenors) will be expected to use their own laptop computers to access the ERF repository and search documents or to check their e-mail.

For the general public who do not have laptops and wish to follow the proceedings of the public hearing, two walk-up computer stations are available in each hearing room and projection screens will be positioned throughout the room to view materials as they are displayed on the flat screen monitors. Any referenced material will be automatically displayed on all the monitors, including recessed flat screen monitors on each table.



NEB Repository Implementation - Step by Step

The National Energy Board has begun its five-step approach to implement the OEB's Core Document Repository (CDR). **Step One**, the Gap Analysis, began in October and will determine the technical architecture and the changes required to meet NEB requirements. **Step Two**, Site Preparation, begins in November and involves setting up the technical architecture to support the CDR.

When the OEB finalizes its CDR development in Toronto, **Step Three**, Customization, will begin in Calgary. During this step, the CDR will be installed

and modified to meet NEB requirements. Prior to its release, the CDR will be tested by NEB staff and selected clients from the user community. This activity is the focus of **Step Four**, Acceptance Testing. It is anticipated that acceptance testing will wrap up in February leaving enough time for revisions and **Step Five**, Rollout, in April.

For more information on the NEB implementation strategy contact James Obrigewitch (jobligewitch@neb.gc.ca)

Preparing for ERF - Part 2 Implementation

In Part 1 of *Preparing for ERF* (see the Summer 2000 issue) four steps were identified to assist organisations in adopting ERF.

1. Appoint an ERF co-ordinator (e-mail information to erf@neb.gc.ca);
2. Establish an authoring strategy (Downstream, Upstream, or Funnel);
3. Select an SGML authoring tool (Corel WordPerfect +SGML or SoftQuad XmetaL); and
4. Prepare for implementation.

This article expands on this last point with a focus on general change management initiatives such as identifying stakeholders, changing processes, as well as preparing for the technology.

What does ERF mean to me?

The answer is ... it depends. ERF will have a major impact on the way that your company interacts with regulatory Boards. Although a date for mandatory filing has not been set, organisations will be able to start filing electronically April 1, 2001 and possibly sooner for the OEB. People will need to adapt to the use of electronic copies and reduce or eliminate their reliance on paper copies to access, distribute, and submit documents.

If you wish to search and browse public documents, you will now have another point of access, a Web site. ERF is based on a pull versus push concept: instead of distributing (push) multiple paper copies, people would be advised that a document is available and they are to access it via ERF (pull). This ERF function is called **Research**.

If you wish to submit documents to the Board, you will be required at some point to provide these in SGML and submit them electronically. These Electronic Regulatory Filing (ERF) functions are called **Authoring and Submission**.

Identify All ERF Stakeholders in your Organisation

To identify people that may be impacted or concerned with the implementation of ERF think about the whole process of creating and filing. Who is involved? Consider **EVERYONE** who may be impacted, even if only marginally, from the start of an application to final submission e.g. Who uses regulatory documents? Who creates, validates or approves content? Who packages and distributes documents? Who is the ERF co-ordinator and are several needed for different locations?

Once you have identified your stakeholders think about:

- What is the **impact** of ERF on them: High, Med, Low? Will they need to learn new processes and skills? How do they use ERF: research, author and/or submit?
Note: Authors must understand the content of the documents to properly "tag" them in SGML.
- What is their level of **commitment** to this project: High, Med, Low? Who could make implementation easier or more difficult? Every company has natural leaders whose opinions matter.
- What will be their role or level of **involvement** in implementing ERF? Are they informed of, involved in, or responsible for ERF activities? Inform your senior management, get their support.

Discover what the stakeholders know, what they want to know, and what the change means to them. Focus your attention especially on low-commitment, high-impact groups. These are the stakeholders who are most important to success. The high-commitment, high-impact groups are your firm allies, and you should enlist their help in the change process, perhaps to help the low-commitment groups get on board. The low-commitment, low-impact groups need to be kept abreast of change, but not involved. Support from a wide group within your company is important to successful change.



Change Processes, build new habits

By talking to stakeholders about ERF you will be able to assess its impact on your organisation's processes. Once you have determined your authoring strategy (see Part 1 of *Preparing for ERF*) and the impact of ERF on your corporate landscape, get key stakeholders to work with your organisation's ERF co-ordinator on defining which processes need to be changed and how.

Think about **People** and **Workflow** e.g. Will job descriptions change? Are new positions required? Will existing processes work electronically? Have decision and approval points changed? How can new habits be adopted (e.g. go to Web site instead of the library)?

To reduce resistance to change, involve all impacted individuals and properly document and communicate the new processes.

Install and Support Technology

Work with IT and other specialist staff to make sure all software is ordered and installed in time for e-regulation. Involve your help desk staff, as your organisation is responsible for supporting the applications you purchase and install.

What is Next?

Do effective change management. Identify and involve your stakeholders. Develop and initiate process changes as required. Do not underestimate the effort this requires. The next issue of the newsletter will focus on rollout activities with a focus on testing the authoring tools and training.



Can the Boards help?

Yes, to some extent

- *What do your stakeholders need to know?* We will continue to publish the joint newsletter and update our Web sites.
- *Is there a need for ERF briefings?* We can present to groups of companies and key players or ask Board executives to talk to your senior management.
- *What do you think of the "Introduction to ERF/SGML" training presentations?* Give us your feedback so we can improve them.

ERF Workstation Configurations

Workstation	You Buy		ERF Provided
	Hardware ¹	Software	ERF Software
Research			Access to ERF web site
Authoring	Windows 9x/NT 64MB RAM+ 233MHz CPU+ 4GB HDD+ Internet connection	Local Office Suite Browser IE/Netscape v3+ Supports: frames, Java, RealAudio ²	Authoring Tools³ - Softquad Xmetal v1.2+ (requires IE5) (~ \$495) or - WordPerfect v8+ (~ \$187) Utilities • Omnimark v5.1 (free) • Java JRE v1.2 (free) • Graphics software e.g. SnagIt, PhotoShop, etc.
Submission			Authoring Environment³ -XMAE or -WP AE Author Assist
		TBD - Submission in currently under development.	

¹ PC sizing specifications are approximate and may vary in local environments based upon other considerations e.g. network

² RealAudio required for Internet broadcasts from OEB Automated Hearing Room

³ To select the authoring tool and environment refer to table on page 5 of the Summer 2000 issue

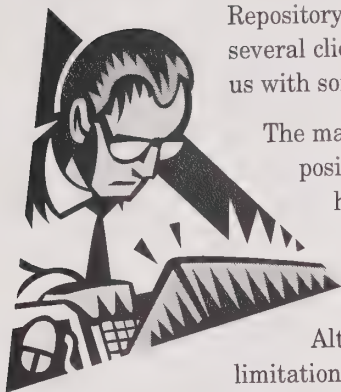
What's up in ERF?

Updates to the ERF Prototype

The NEB launched its prototype of the ERF Repository on May 1, 1999. Since the launch, several clients have taken the time to provide us with some valuable feedback.

The majority of the comments have been positive. Clients are pleased to see historical Reasons for Decisions and Hearing Transcripts available over the Web. The documents are available in PDF format only.

Although this format has some search limitations, it has been ideal for distributing "print ready" information.



In response to the feedback, we made a few modifications to the prototype repository in October that should make it more user friendly. Changes include: total hit count added to search results page, number of documents on search results page increased from 10 to 25, search result page no longer shows document summaries, guest login button added to login screen, and other minor interface changes.

To access the prototype repository and background information, point your browser to <http://www.neb.gc.ca/erf/prototype>.

Quick reference mouse pads

The NEB is developing flip-top mouse pads to serve as quick reference support tools for ERF trainees. The mouse pads will provide instructions, shortcuts, etc. at the user's fingertips. The special see-through plastic cover lifts up for easy changing of inserts. A variety of inserts will be developed in conjunction with the training and will be available on-line. This tool is a low cost method for distributing tailored quick reference tips and updates quickly and easily.



Rollout Communications

Rollouts go more smoothly if everyone feels involved, so spread the information net widely. Use existing vehicles (such as newsletters, e-mail, Intranet, etc.) and word of mouth (ERF stakeholders) to communicate your company's ERF plan and progress. Identify your ERF co-ordinator and key ERF stakeholders to everyone, so people know where to go to ask questions.

Refer people to the ERF Web site (<http://www.neb.gc.ca/erf>) where they can access background



information, newsletters, and other documentation. Use the "Introduction to ERF/SGML" presentations as a workshop for stakeholders or as a "lunch and learn".

Remember: stay positive, but don't oversell. For example: "Will authoring be easy?" No. Learning to author in SGML is not simple, but the customised tools and an understanding of regulatory documents will make it easier.

What's up around the World?



Voluntary Internet filing of protests and comments to FERC

The Federal Energy Regulatory Commission's *Electronic Filing Initiative* (EFI) will start accepting protests and comments via the Internet on a voluntary basis. Documents will be stored in PDF and TIFF file formats and posted on the *Records and Information Management System* (RIMS). To account for inconsistencies in formatting, parties to a proceeding must cite document page numbers found in the PDF image.

For more information:

EFI <http://www.ferc.fed.us/efi/efi.htm>

RIMS <http://rimsweb1.ferc.fed.us>

Order 619 <http://cips.ferc.fed.us/Q/CIPS/RULES/RM/RM00-12.000.TXT>

Note: ERF has addressed a number of similar issues during its design. For example: ERF documents use reference points to number paragraphs not pages. This ensures, regardless of the file format, that everyone can easily find a cited reference.



E-business reporting interface between industry and government in the works

The *Volumetric and Infrastructure Petroleum Information Registry* (VIPIR) will facilitate the electronic exchange of data between upstream oil and gas industry partners and between industry and the Alberta Ministry of Resource Development and the Energy and Utilities Board (EUB).

For more information

<http://www.resdev.gov.ab.ca/vipir>

Tasmania's EnAct: Managing legislation in SGML

The Tasmanian Government initiated the *Legislation System Project* (LSP) in early 1994 to address a number of issues associated with the production and availability of Tasmanian legislation. New technology and processes were developed for the drafting and maintenance of legislation. The main component of this is the EnAct system, which was implemented in the Office of Parliamentary Counsel in December 1997. The Legislation Publication Act 1996 established the legislation in EnAct as the authorised version.

EnAct is an intelligent legislation management system and a web-based electronic repository. At the core of the EnAct system is an SGML database, which underpins every part of the EnAct system. All of the legislation stored on the Tasmanian Legislation Database is captured in SGML. The system has attracted a great deal of interest both interstate and overseas.

For more information:

<http://www.thelaw.tas.gov.au>



Tasmania

XML standards consortium established for Web-based energy trading industry

The energy trading industry's leading exchanges and technology companies have announced the formation of the *Energy Trading Standards Group* (ETSG), an open consortium that will develop open standards based upon XML technology standards to automate

the sale of wholesale energy and improve information sharing between energy trading companies. Initially, the focus will be to create standards for exchanging data between online trading platforms and transaction/risk management systems used by wholesale electricity and natural gas trading companies.

The consortium, initiated by Caminus and HoustonStreet, is open to all interested industry participants. For more information about joining the ETSG consortium, contact: **David Markowitz** at Caminus Corporation at (212) 515-3600, **Rob Armstrong** at HoustonStreet Exchange at (603) 766-8613, or <http://home.houstonstreet.com/us/news/9-18-00ETSG.htm>



Calendar of events

October

ERF

- October 9-13 was ERF Week at the NEB
- ERF's Regulatory Advisory Team (RAT) met in Calgary on October 26-27 to discuss how the Boards plan to start opening up ERF to their industry partners.

Other

- XML and its Application in Government – Washington, DC – Oct 19-20 (<http://www.performanceweb.org/pdf/t102fax.pdf>)

November

ERF

- Introduction to ERF and Introduction to SGML presentations online at <http://www.neb.gc.ca/erf/>
- PDF Rendition tool finalized

Other

- XML Asia Pacific – Sydney, Australia – Oct 31 - Nov 3 (<http://www.allette.com.au/xml>)

- Documation 2000 – Toronto, ON – Nov 5-6 (<http://www.interdoc.ca/conference/documation/doc-tor2000>)

December

ERF

- ERF DTD Committee meeting in Calgary, December 7-8

Other

- XML 2000 – Washington, DC – Dec 3-8 (http://www.gca.org/attend/2000_conferences/XML_2000)

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Canada

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Season's Greetings

On behalf of the Ontario Energy Board and the National Energy Board we wish to thank you for your effort and patience in making ERF a success.

We look forward to the Winter 2001 edition of The ERF Connection to make millennial announcements.



Oxford

 **ESSELTE**

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